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Marketing and  
Regulatory Programs

Animal and Plant  
Health Inspection  
Service

4700 River Rd.  
Riverdale, MD

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# USDA

# APHIS

## Riverside Complex

# Occupant Emergency Plan

***Emergency Management, Safety, and Security Division***

**Administrative Records Custodian:**

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TABLE of CONTENTS

1. INTRODUCTION .....	2
2. BUILDING INFORMATION .....	2
3. BUILDING SITE MAP .....	3
4. EMERGENCY TELEPHONE NUMBERS .....	4
5. DEFINITIONS.....	4
6. RESPONSIBILITIES.....	6
7. EMERGENCY TEAM RECOGNITION .....	11
8. EVACUATION PLAN .....	11
9. SHELTER-IN-PLACE PLAN.....	13
10. MINIMUM TRAINING REQUIREMENTS.....	14
11. PROCEDURES FOR PERSONS WITH DISABILITIES AND SPECIAL NEEDS INDIVIDUALS .....	14
12. FIRE PREVENTION POLICY .....	15
13. PARKING LOT BLUE LIGHTS .....	16
14. SPECIFIC EMERGENCIES .....	17
15. CURRENT COORDINATION TEAM AND OEP MEMBERS.....	29
16. AUTHORITIES AND REFERENCES .....	29

## 1. INTRODUCTION

The best way to protect against the potentially harmful effects of both man made incidents and natural disasters is to ensure that all building occupants know how to respond in an emergency. Federal Management Regulations (FMR), Subpart 102-74.230A requires Federal agencies that occupy Federal property to develop and maintain Occupant Emergency Plans (OEPs). All building occupants, regardless of employment status (e.g., employees, managers, supervisors, Emergency Team members, volunteers, and visitors), participate in OEP activities. Each individual is responsible for his or her own planning and safety in an emergency, as well as for working effectively with emergency officials. Planning includes establishing the Emergency Team comprised of employees designated to undertake certain responsibilities to ensure that personnel are moved quickly to safety, that damage to property is minimized, and that proper authorities are notified in the event of a localized emergency, as outlined in this OEP. Training ensures that all tenants understand the contents of the OEP and their individual responsibilities. Rehearsals, or drills, provide an opportunity to practice emergency procedures to ensure efficient response in the event of a real emergency.

The OEP establishes guidelines and methods for positive, immediate, and orderly actions taken by building occupants during emergencies.

## 2. BUILDING INFORMATION

Facility Name and Address:	U.S. Department of Agriculture Animal and Plant Health Inspection Service Riverside Complex 4700 River Road Riverdale, MD 20737
GSA Building Identification No.:	MD0291ZZ
Square Footage:	300,490 ft <sup>2</sup>
Primary Occupant:	U. S. Department of Agriculture Animal and Plant Health Inspection Service
Building Capacity:	1400 (employees and visitors) 70 (Day Care Center – employees and children)
Other Occupants:	Agriculture Credit Union (1 <sup>st</sup> floor) ESRA Fitness Center (1 <sup>st</sup> floor) Harvest Cafe (1 <sup>st</sup> floor) Day Care Center (1 <sup>st</sup> floor) USDA Health Unit (1 <sup>st</sup> floor) REIT/GSI (1 <sup>st</sup> floor)
Command Center:	First Floor, 1B01, behind Security Desk
Alternate Command Center:	Rear parking lot; just in front of back doors, but behind blue lines

### 3. BUILDING SITE MAP



Figure 1 Proximity Map



Figure 2 Parking Lot

## 4. EMERGENCY TELEPHONE NUMBERS

For ease of updating, an emergency telephone list accompanies this document for the Emergency Team's use only and is not intended for general distribution. The listing identifies the Emergency Team members, their assignments, and all pertinent telephone numbers

<b>FIRE DEPARTMENT/POLICE EMERGENCY</b>		<b>911</b>
Security (Guard) Desk (call on all emergencies)		851-2704 / 2705
Federal Protective Service		202-708-1111
Health Unit (Nurse)		436-3163
Employee Assistance Program (EAP) <a href="http://www.FOH4you.com">www.FOH4you.com</a>		1-800-222-0364
Facilities Management Help Desk (All procedures are approved by REIT, through an FM liaison, before implementation.)		851-2710

<b>Employee Information Line:</b>	<b>800-932-1902 (recording) or 201-690-3636 (recording) Call 711 to access voice relay (TTY) services</b>
	<b>202-720-5711 USDA Operation Center (Downtown)</b>

## 5. DEFINITIONS

### 5.1 Alternate Emergency Coordinator

The Alternate Emergency Coordinator assists the Designated Official (DO) and assumes direction of the evacuation in the absence of the DO and the Alternate Designated Official (ADO) and the Emergency Coordinator (EC).

### 5.2 Alternate Designated Official

The ADO assists the DO and provides direction to the Emergency Team in the absence of the DO. The APHIS Director, Emergency Management, Safety, and Security Division (EMSSD) has designated the Branch Chief, Safety, Health and Environmental Protection Branch, Emergency Management, Safety and Security Division (EMSSD) as the ADO for the Riverside Complex.

### 5.3 Alternate Floor Monitor

The Alternate Floor Monitor assists the Floor Monitor and assumes responsibility for the organization and the functioning of the staff on their assigned floor in the absence of the Floor Monitor.

### 5.4 Alternate Quadrant Monitor

The Alternate Quadrant Monitor assists the Quadrant Monitor and assumes responsibility for the organization and the functioning of the staff in their assigned quadrant in the absence of the Quadrant Monitor.

### 5.5 Designated Official

The DO is responsible for activating the OEP in most situations during normal duty hours, and providing direction to the Emergency Team. The APHIS, MRPBS Deputy Administrator has designated the Director, EMSSD, as the DO for the Riverside Complex. The DO supports the Incident Commander by ensuring the safe and orderly response of the building occupants and accounting for all building occupants.

### 5.6 Emergency

An emergency is any incident impacting normal operations at the Riverside Complex that may

require the evacuation or sheltering place of building occupants. Example emergencies include, but are not limited to: fire, explosion, chemical/biological/ environmental/radioactive material incidents, bomb threats, civil disturbances, electrical power failures, medical emergencies, natural disasters, structural failures, and accidental or human-caused disasters.

### 5.7. Emergency Coordinator (EC)

The Emergency Coordinator (EC), under the direction of the DO, is responsible for emergency planning and training activities supporting this OEP. The EC assists the DO and assumes responsibility for direction of the Emergency Team in the absence of the DO and the ADO. The routine planning and training responsibilities of the DO are delegated to the Emergency Coordinator.

### 5.8 Emergency Team

The Emergency Team is comprised of employees in the Riverside Complex that perform certain functions outlined in this Plan, i.e., DO, Floor Monitor, Quadrant Monitor, Aid to the Disabled, Emergency Coordinator, etc.

### 5.9 Floor Monitor

The employee appointed by the primary occupant on a specific floor to be in charge of the emergency evacuation of a floor of the building, or support shelter in place activities.

### 5.10 Incident Command

Overall Incident Command for any incident at the Riverside Complex is the responsibility of the responding emergency organization. Depending on the situation, this may be the Fire Department, the Police Department, or Federal Protective Service.

### 5.11 Incident Commander

The senior official from the responding emergency organization with overall responsibility for emergency response activities at the Riverside Complex.

### 5.12 Occupants

Occupants include visitors, employees, and others working in or using the Riverside Complex.

### 5.13 Occupant Emergency Plan (OEP)

The OEP is a set of procedures devised to protect life and property during emergencies in the Riverside Complex.

### 5.14 Person with Disability

A person with disability is an individual who needs special procedures for notification of emergencies.

### 5.15 Primary Occupant (of Floor)

The primary occupant of a floor is the occupant organization with the largest number of employees on a certain floor or responsible for the largest square footage on an appropriate floor. The primary occupant organization is responsible for delegating Floor Monitors and Alternate Floor Monitors.

### 5.16 Quadrants

On most floors, the building is subdivided into four distinct evacuation control zones. Refer to Figure 3.

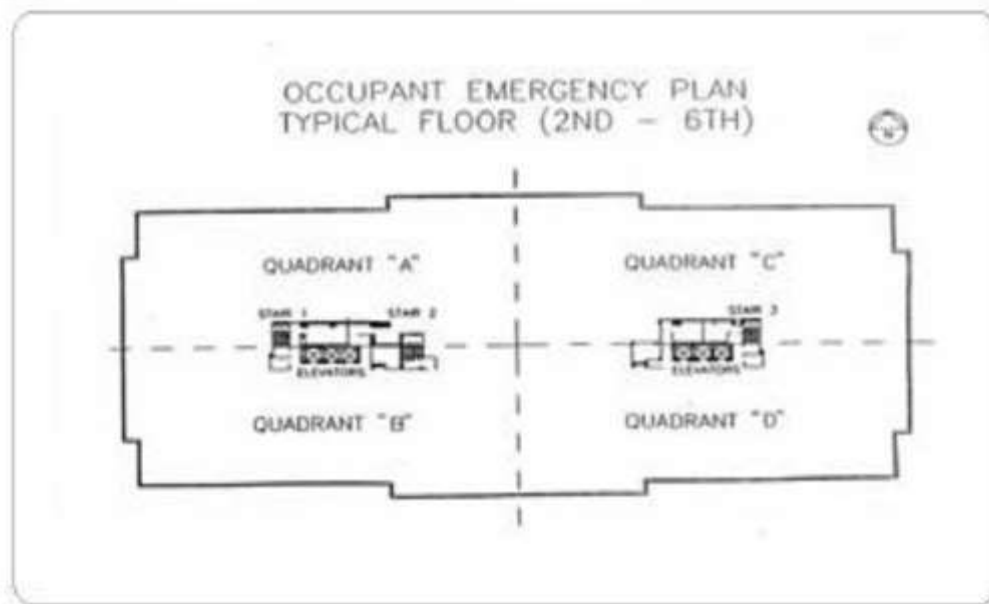


Figure 3 - Quadrants - Typical - Can vary by floor

### 5.17 Quadrant Monitor

The person appointed by the Primary Occupant in a specific quadrant of a floor to be in charge of the emergency activities in the quad of the floor. The Quad Monitor works with the Floor Monitor to evacuate the floor or support shelter in place activities.

### 5.18 Special Needs Individual

Special Needs Individuals are individuals that require assistance with evacuation if not on the ground floor "level of discharge."

### 5.19 Zones (Accountability)

Zones in the parking lot for relocation sites, delineated each floor and quadrant, to group employees so that supervisors can more easily account for personnel.

## 6. RESPONSIBILITIES

*Note: Rescue, firefighting, and other similar activities are under the direction and control of the responding service departments (fire or police.) However, all instructions to the Emergency Team come from DO. Fire and police officials will not make any decisions on the dismissal or closure of this Federal Facility.*

### 6.1 Designated Official

#### 6.1.1 Pre-Emergency Activities

The Designated Official:

- Coordinates the necessary planning to ensure a readiness capability including selecting, training, and organizing an adequate staff for conducting emergency operations; and supervising the activities of the Emergency Team.
- Appoints an ADO, an Emergency Coordinator, an Alternate Emergency Coordinator, and as many Special Assistants as deemed necessary.
- Conducts periodic meetings to maintain a functional Emergency Team and to inform members of the latest developments and policies affecting emergency activities.



- Trains the building occupants in emergency procedures.
- Conducts evacuation / shelter in place drills. Subsequent to evacuation / shelter in place drills, the Designated Official provides the building occupants with an evaluation of the drill and then documents the results of the drill.

#### **6.1.2 Emergency/Post Emergency Activities**

During emergencies, the Designated Official (or his/her designee):

- Is responsible for ensuring safe and orderly response by building occupants.
- Provides direction for the orderly evacuation of personnel from the building; advises the fire department of the location of persons with special needs who need assistance; and provides any other information that is relevant to the emergency.
- Informs building occupants during and after evacuations the nature of the emergency and problems arising during evacuation.
- Contacts the appropriate emergency services (e.g., fire department and police) to report the emergency, or if the call has already been placed, confirm that the proper authorities have been notified.
- If the DO is not on site, the Alternate Designated Official will be the DAO.

### **6.2 Floor Monitor**

#### **6.2.1 Pre-Emergency Activities**

The Floor Monitor:

- Trains and provides oversight of their alternate and other Floor Team Members for activities related to this OEP.
- Cross-trains Floor Team Members so they can perform other duties when necessary.
- Keeps the EC informed of the names, assignments, locations, and telephone numbers of Floor Team members; and of the names, locations, and physical limitations of persons with disabilities and special needs individuals on their floors.
- Ensures that each employee identified under this plan as a Special Needs Individual is assigned one or more aides who will remain with and assist them (as necessary) to the safe area on the floor and to evacuate these persons in a prompt and effective manner in case of imminent danger.
- Becomes familiar with conditions on assigned floor, including occupancy of rooms and locations of stairways and fire alarms.
- Develop special plans for evacuation / shelter in place of the Special Needs Individuals.

#### **6.2.2 Emergency/Post Emergency Activities**

During emergencies, the Floor Monitor:

- Controls and expedite the evacuation of floor occupants.
- Reports evacuation / shelter in place status to Emergency Team
- Makes sure that the Aides communicate their location to the Emergency Team by using the Rescue Assistance Intercom system and inform Emergency Team of the number and location of employees needing evacuation / shelter in place assistance.
- If the stairway is unsafe, the Floor Monitor directs employees to another exit.
- Controls movement into stairway areas and advises the occupants to walk, not run, to the exit floor.
- Coordinates movement between floors to avoid congestion and be alert for signs of panic.
- Ensures that the elevators are not used for evacuation unless otherwise directed by the responding Incident Commander.
- Ensures that the people in other areas, i.e., restrooms, conference/meeting rooms, etc., are notified of appropriate actions during emergencies.
- Prior to exiting the building retrieve floor specific handheld radio at guard desk.
- After evacuating the building, the Floor Monitors assist supervisors in accounting for all personnel, in keeping employees away from the building and behind the "blue



- lines” and assist with traffic control as warranted.
- Immediately notify the Emergency Team when all employees are accounted for or if someone is unaccounted for.

## **6.3 Quadrant Monitor**

### **6.3.1 Pre-Emergency Activities**

The Quadrant Monitors:

- Control and expedite the planned movement of the assigned quadrant occupants.
- Ensure execution of the Evacuation / Shelter in place Plan for their assigned quadrant.
- Report evacuation status to the Floor Monitor.
- Keep the Floor Monitor informed of the names, assignments, locations, and telephone numbers of their staff; and of the names and locations of any Special Needs Individuals.
- Prior to exiting the building ensure floor specific handheld radio at guard desk has been retrieved, if not retrieve and proceed to accountability zone.
- Ensure that each employee identified under this plan as a Special Needs Individual has a trained Aide(s).
- Become familiar with conditions on assigned quadrant, including occupancy of rooms and locations of stairways and fire alarms.

### **6.3.2 Emergency/Post Emergency Activities**

During emergencies, the Quadrant Monitors:

- Assist occupants in gaining access to the stairway and ensure the orderly movement of occupants in the stairway.
- Ensure that the people in other areas of their quadrant, i.e., restrooms, conference/meeting rooms, etc., are notified to leave the building or Shelter in place during emergencies.
- After evacuating the building, the Quadrant Monitors will meet with the Floor Monitor, inform them of quadrant conditions, and will assist in keeping employees away from the building and behind the “blue lines” while assisting with traffic control as warranted.

## **6.4 Aide(s)**

### **6.4.1 Pre-Emergency Activities**

Aides:

- Participate in training and exercises.
- Work with their assigned Person with Disability or Special Needs Individual to develop and plan special notification and evacuation processes.

### **6.4.2 Emergency/Post Emergency Activities**

During emergencies, Aides:

- Report to their assigned Person with Disability or Special Needs Individual and assist them as needed.
- Aides assigned to Special Needs Individuals or Persons with Disabilities remain with them and follow the direction of the Emergency Team until the emergency is over.
- Aides assigned to Special Needs Individuals communicate their location to the Emergency Team by using the Rescue Assistance Intercom system and inform Emergency Team of the number and location of employees needing assistance.
- Aides assigned to Special Needs Individuals will remain at the Rescue Assistance Intercom and communicate with the Emergency Team until evacuated or the emergency is over.

## 6.5 Persons with Disabilities

### 6.5.1 Pre-Emergency Activities

Persons with Disabilities:

- Participate in training and exercises.
- Work with their assigned Aide to develop and plan special notification procedures.

### 6.5.2 Emergency/Post Emergency Activities

During emergencies, Persons with Disabilities:

- Are notified of the emergency and the appropriate action by their Aide(s).
- Remain with their Aide(s) until the emergency is over, and follow the direction of the Emergency Team.

## 6.6 Special Needs Individuals

### 6.6.1 Pre-Emergency Activities

Special Needs Individuals:

- Participate in training and exercises.
- Work with their assigned Aide to develop and plan specific procedures for evacuation and shelter-in-place.

### 6.6.2 Emergency/Post Emergency Activities

During emergencies, Special Needs Individuals:

- Work with their assigned Aide(s).
- Remain with their Aide(s) and follow the direction of the Emergency Team until the emergency is over.
- Work with their Aide(s) to communicate their location to the Emergency Team by using the Rescue Assistance Intercom system and inform Emergency Team of the number and location of employees needing assistance.
- Remain at the Rescue Assistance Intercom and communicate with the Emergency Team until evacuated or the emergency is over.

## 6.7 Day Care Center

### 6.7.1 Day Care Center Director

#### 6.7.1.1 Pre-Emergency Activities

The Day Care Center Director:

- Conducts monthly evacuation drills at varied times and records evacuation time and date.
- Ensures that children capable of walking are trained to exit the building in an orderly manner.
- Ensures that the Day Care Center staff are familiar with all aspects of the OEP.
- Recruits and trains volunteers for center evacuation.
- Serves as team coordinator during drills and emergencies.
- Appoints a coordinator in the absence of the Director.
- Knows the volunteers assigned to assist the children in the center.
- Provides evacuation training
- Maintains a daily roster of all children present in the Child Care Center.
- Informs parents of assembly relocation points
- Maintains an up-to-date list of parents and their telephone numbers of all children.
- Ensures extra supplies, i.e., diapers, formula, etc., are available for shelter-in-place implementation.

#### 6.7.1.2 Emergency/Post Emergency Activities

During emergencies, the Day Care Center Director:

- Evacuates non-walking children in cribs, strollers, or by other acceptable and safe manner
- Ensure that the Day Care Center staff and the volunteers sweep the entire Day Care Center area, including bathrooms to ensure total evacuation and reports results to Emergency Team.
- Accounts for all children and staff after evacuating and upon re-entering the Day Care Center.
- Reports all unaccounted for children or staff immediately to Emergency Team via portable radio or some other method.

### 6.7.2 Day Care Center Volunteers

#### 6.7.2.1 Pre-Emergency Activities

The Day Care Center Volunteers:

- Participate in monthly evacuation drills and other training.
- Know the names of and be able to recognize the children, which you are responsible for during an emergency.

#### 6.7.2.2 Emergency/Post Emergency Activities

During emergencies, the Day Care Center Volunteers:

- Evacuate the children assigned to you and report the evacuation to the Director and return children to the Child Care Center after the emergency.
- Respond quickly to the emergency and report to Director

### 6.7.3 Day Care Center Parents

#### 6.7.3.1 Pre-Emergency Activities

The Day Care Center Parents:

- Are familiar with and support the emergency procedures of the Day Care Center.

#### 6.7.3.2 Emergency/Post Emergency Activities

During emergencies, the Day Care Center Parents:

- Should not remove a child from the Center's custody until the emergency is over
- Should not call the Center during emergencies.

## 6.8 Supervisors

### 6.8.1 Pre-Emergency Activities

All Supervisors at the Riverside Complex Facility:

- Are responsible for complying with and enforcing all applicable occupational safety and health standards and regulations, APHIS Directives, and this OEP.
- Ensure employees perform pre-emergency activities and follow the directions of the Emergency Team during an emergency:
- Report the presence of persons with disabilities or special needs individuals in their respective areas, to the Floor Monitor.
- Ensure that all persons with disabilities and special needs individuals in their respective areas have notification and/or evacuation procedures implemented are assigned primary and alternate Aides.
- Adequately accommodate for Persons with a Disability and Special Needs Individuals who works outside normal business hours (i.e., evenings, weekends, and holidays).
- Ensure that all persons adhere to the OEP and support the Emergency Team in preplanning activities.
- Ensure employees know where their accountability zone is located.

### 6.8.2 Emergency/Post Emergency Activities

During emergencies, Supervisors:

- Meet in their accountability zone and account for personnel.
- If someone is unaccounted for, contact the Floor Monitor immediately.

## **6.9 Employees**

### **6.8.1 Pre-Emergency Activities**

All Employees at the Riverside Complex:

- Are familiar with the contents of this OEP.
- Participate in drills.

### **6.8.2 Emergency/Post Emergency Activities**

During emergencies, Employees:

- Meet in their accountability zone and account for personnel.
- In the case of emergency, follow the procedures in this Plan.
- Cooperate fully with the Emergency Team.
- Report all injuries and exposures to toxic materials to their supervisor immediately.
- Evacuate or Shelter in place promptly in an orderly manner when hearing the evacuation signal, activation of the fire alarm or announcement over the speaker system.
- Do not leave the accountability zone until released by the Emergency Team.

## **7. EMERGENCY TEAM RECOGNITION**

For identification purposes, the DO, ADO, EC, and AEC wear Blue safety vests, the Floor Monitors wear Yellow safety vests, and the Quadrant Monitors wear Orange safety vests during emergencies.

## **8. EVACUATION PLAN**

### **8.1. Initiating Action**

The most widely recognized evacuation signal used are fire alarms. Evacuate the building upon activation of the fire alarm. In some cases, the public address system may be used to advise occupants of actions to take including, but not limited to, building evacuation.

### **8.2 Persons Authorized to Order Evacuation**

The following personnel are authorized to order an evacuation:

- Designated Official (or others on the Emergency Team), senior fire/police officer, and any other person aware of the incident who believes immediate action is necessary to protect the lives or safety of the building occupants.

### **8.3 Persons Having Direct Knowledge of Incident**

Any person having direct, credible knowledge of the incident should report to the first floor Security Desk located on the first floor reception area and provide pertinent information.

### **8.4 Means of Evacuation**

Upon hearing the fire alarm, occupants must:

- Turn off electrical appliances (this does not include computers at workstations) and secure sensitive materials.
- If you are at your ordinary work area gather and secure all personal items, e.g., keys, coats, purses, etc. If you are on a lower floor when the alarm sounds do not go back up to get your personal items, evacuate immediately. (Valuable personal or classified/sensitive materials items in your office should already be secured.) If in an office or conference room, close the door behind you, but do not lock it.
- Use the closest stairwell or your pre-assigned stairwell, go to the ground floor and evacuate the building.
- Move behind the “blue lines” painted on the parking lot, proceed to your assigned zone and avoid interference with responding emergency personnel.
- Report to your supervisor for accountability.

- Do not drive your automobile or leave the parking lot unless instructed to do so.
- Return to the building only as instructed to do so by the Emergency Team.
- Vehicles are not authorized to enter the parking lot during a building evacuation.
- Do not use electronic devices while moving in Building during an evacuation.

Occupants shall exit by the closest stairway or as directed by a member of the evacuation team. The nearest exit maybe blocked by smoke; therefore, occupants should be familiar with alternate exits. If away from your office space, occupants should not return to their offices for any reason. Occupants should not attempt to move up the stairs for any reason.

### 8.5 Zones for Accountability

Upon exiting the building, employees should report to the location in the parking lot based on the floor where your office or cubicle is located (beyond the blue line marked on the parking lot curbs) and not where you happen to be at the time the actual evacuation.

**CONFUSION IN THE ACCOUNTABILITY ZONES CAN LEAD TO UNNECESSARY AND DANGEROUS SEARCH AND RESCUE OPERATIONS.**

Zones are assigned in the parking lot to group employees and visitors by floors, and then by quadrants to support employee accountability. Note the floor and quadrant zones from following site plan:



Figure 4 - Accountability Zones

Once in the parking lot accountability zones, supervisors ensure all their employees have evacuated safely. Supervisors report evacuation status to the Floor Monitor. Any supervisor that notices someone is unaccounted for immediately notifies the Floor Monitor. In turn, the Floor Monitor notifies the Emergency Team immediately via radio. The Floor Monitor ensures accountability on their respective floor.



## 8.6 Building Reentry

The Day Care Center will reenter the building first. Occupants will return to the building only when authorized by the Emergency Team. The Emergency Team will not authorize reentry unless approved by the Incident Commander.

**Once an evacuation begins, it shall not be cancelled.**

## 9. SHELTER-IN-PLACE PLAN

### 9.1. Initiating Action

The most widely recognized shelter-in-place signal used is the public address system. Immediately follow the directions provided by the Emergency Team.

### 9.2 Persons Authorized to Order Shelter-In-Place

The following personnel are authorized to order a shelter-in-place:

- Designated Official (or others on the Emergency Team), senior fire/police officer.

### 9.3 Persons Having Direct Knowledge of Incident

Any person having direct, credible knowledge of the incident should report to the first floor Security Desk and provide pertinent information.

### 9.4 Sheltering-In-Place

Occupants shall shelter-in-place as directed by the Emergency Team. Depending on the emergency, occupants may be directed to move to inside areas of the building, move up in the building, move down in the building, or move to offices.

The building will be locked down; however, you will be able to exit. You will exit at your own risk. If you decide to exit, report to the first floor main lobby Security Desk. The Emergency Team will instruct you what door to use to exit and what precautions to take to minimize the possibility of the building interior being contaminated from outside sources. You will not be able to re-enter the building once you have decided to leave.

During a shelter-in-place emergency, no one will be allowed to enter the building.

### 9.5 Accountability

**CONFUSION IN ACCOUNTABILITY CAN LEAD TO UNNECESSARY AND DANGEROUS SEARCH AND RESCUE OPERATIONS.**

**Supervisors** are responsible for ensuring all their employees have followed the directions of the Emergency Team. Supervisors report employee status to the Floor Monitor. Any supervisor that notices someone is unaccounted for immediately notifies the Floor Monitor. In turn, the Floor Monitor notifies the Emergency Team immediately via radio. The Floor Monitor ensures accountability on their respective floor.

### 9.6 Return to Work Spaces

The Day Care Center will return to the Center before other building occupants return to their offices. Occupants will return to their offices only when authorized by the Emergency Team. The Emergency Team will not authorize reentry unless approved by the Incident Commander.

***Once a Shelter-In-Place begins, it shall not be cancelled.***

## 10. MINIMUM TRAINING REQUIREMENTS

At a minimum, the following training is required for occupants of the Riverside Complex .

- Biannual evacuation and emergency procedures training for all personnel.
- Biannual training for Aides to Special Needs Individuals.
- Quarterly training for all members of the Emergency Team.

The Emergency Team and building occupants participate in drills that familiarize them with their responsibilities

### 10.1 Evacuation Drills

Evacuation drills are conducted at least twice a year. (In cases where many false alarms occur in a calendar year, only one drill may be required; as determined by the Designated Official.) The Designated Official or his/her designee:

- Conduct and participate in evacuation drills.
- Notify personnel if critical operations are conducted.
- Notify Security and the Building Engineer at least 72 hours before the drill and advise monitoring company.

### 10.2 Shelter-In-Place Drills

Shelter-in-Place drills are conducted at least once a year. (In some cases, only the one drill may be required; as determined by the Designated Official.) The Designated Official or his/her designee:

- Conduct and participate in shelter-in-place drills.
- Notify personnel if critical operations are conducted.
- Notify Security and the Building Engineer at least 72 hours before the drill and advise monitoring company.

## 11. PROCEDURES FOR PERSONS WITH DISABILITIES AND SPECIAL NEEDS INDIVIDUALS

### 11.1 Emergency Signals

An Aide, supervisor, or any other person will personally inform Persons with Disabilities of the emergency.

### 11.2 Aides to Special Needs Individuals

Aides assigned to Individuals with Special Needs (including those who are temporarily disabled) move with the individuals to an assigned safe area.

When it is not possible to move a Special Needs Individual to another portion of the building or evacuate the building, aides will assist Individuals with Special Needs to the nearest stairway exit; use the Rescue Intercom to notify the Emergency Team and remain with the individuals, awaiting instructions from the Emergency Team or Incident Commander. In case of immediate hazard, Aides evacuate Individuals with Special Needs down the stairwell or to other exits as necessary.

The operating instructions for the Rescue Assistance Intercom are:

- Push the red button on the call box.
- Wait for flashing red light to stop.
- Steady light indicates call has gone through.





- Identify yourself, your exact location, and how many people with you. Remember to talk slowly and clearly.
- Aides should use the Emergency Rescue Intercom to inform the Emergency Team the exact location and number of persons left at that location.

### 11.3 Stairway Clearance Procedures

The Floor Monitors and Security will check all stairways and safe havens for the presence of persons, and notify the Emergency Team.

### 11.4 Visitors with Special Needs or Disabilities

Because visitors do not have Aides assigned to them as Individuals with Special Needs employees, Floor and Quadrant Monitors will ensure that all areas on the floor, including restrooms, are thoroughly checked until they are satisfied that all occupants of the floor have appropriately responded to the emergency.

### 11.5 Privacy Act Concerns

Concerns over the Privacy Act have led the Emergency Team to provide the following Privacy Act guidance.

#### Emergency Information and the Privacy Act

Collection of personal contact information is authorized under 5 U.S.C. 301 and 302, 44 U.S.C. 3101 and 3102, Executive Order 9397. The primary use of this information includes but is not limited to:

- Possibly providing an automatic emergency web-based notification service that allows key personnel such as the Designated official, and/or their designee(s) to send a single message to employees via any or all of their government-issued and/or designated personal communication devices,
- Providing the capability to the Designated Official, and/or their designee(s) to receive, and communicate real-time responses via the Internet and/or e-mail, and
- To notify APHIS leadership, Occupant Emergency Teams and other designated mission-essential personnel.

This information may be disclosed to the Designated Official, Supervisors, Senior Staff, the Federal, State and Local health and law enforcement officials, and contractors working on our behalf as necessary in the event of an emergency.

**Submission of this information is voluntary**, however, in order for us to notify you in the event of an emergency, and implement appropriate procedures for your notification and evacuation, we must know of your particular special needs.

## 12. FIRE PREVENTION POLICY

The following fire prevention guidelines are followed by all employees:

- Maintain good housekeeping in all areas of the building.
- Bring any apparent fire or safety hazard to the attention of your supervisor.
- Smoking is strictly prohibited within the building.
- Oily rags and similar flammable materials in the building must be placed in approved metal containers provided for that purpose.
- Deposit all trash in receptacles provided for that purpose, or arrange for its storage in regular trash rooms.
- Under no circumstances will storage of any kind be permitted in stairways, horizontal exits, or corridors. A clear and unobstructed pathway of 36 inches (44 inches are

preferred) in major pathways must be maintained. Secondary pathways (exit access) must be kept clear and unobstructed for a minimum of 28 inches.

- Exits must be kept clear. This includes passageways in corridors, stairways, between stacks (fixed shelving, equipment storage, computer equipment, and so forth), firefighting equipment, egress routes, and utility panels.
- The Building Engineer visually examines all fire extinguishers on a monthly basis.
- Any deficiency should be reported to the Facility Help Desk at 851-2710.
- Generally, storage is not be permitted in mechanical spaces.
- Combustible materials should not be placed or stored upon heat sources, e.g., stove tops, ovens, space heaters, etc.
- Electrical receptacles, switches, and controls shall be located so as not to be subject to liquid spills.
- Hazardous chemical inventories and Material Safety Data Sheets are required and in emergencies, must be easily accessible to responding officials.
- All compressed gas cylinders shall be secured in place in no more than pairs to prevent falling.
- Legible contents identification shall be provided directly on all original and subsequent containers of hazardous materials, except those being used and constantly attended.
- All safeguards designed to protect employees during an emergency must be kept in good working order.
- All exit routes must be maintained during construction, repairs, or alterations.
- Chemical inventories, hazards to emergency responders, and persons to be notified in after-hour emergencies will be supplied to the Designated Official. The mailroom keeps their Material Safety Data Sheets (MSDS) and the chemical inventory located in the main reception area of the mailroom.
- MSDS' for all housekeeping and engineering supplies are kept in the Building Engineer's office.
- Facilities and Support Services Management Branch (FSSMB) will ensure that all conference rooms, training rooms, and meeting rooms have signs indicating the maximum occupant loads (in accordance with the National Fire Protection Association's *Life Safety Code*).
  - FSSMB will ensure the occupancy load is not exceeded.
  - FSSMB will ensure that anyone conducting a meeting where visitors are attending will announce where the closest exits are, what to do when the fire alarm activates, and where the facilities are located.
- Building Engineers will ensure that anyone working with an open-flame; welding or tar pot operations; perform the operation safely; use the correct equipment; isolate the affected fire alarm system, sprinkler system, or smoke detector zones; and provide a permit and fire watch as necessary.

### 13. PARKING LOT BLUE LIGHTS

The parking lot emergency blue lights (8 blue poles in the parking lot) are provided to building occupants and/or visitors to the facility as a means to seek assistance in the event of medical or life threatening situations and/or suspicious activities observed in the parking area. The blue light on the pole remains lit 24/7 to afford ease of locating one regardless of weather or light conditions.

To use:

- Locate the "call" button on the pole
- Press the call button once; the cellular phone will automatically call the



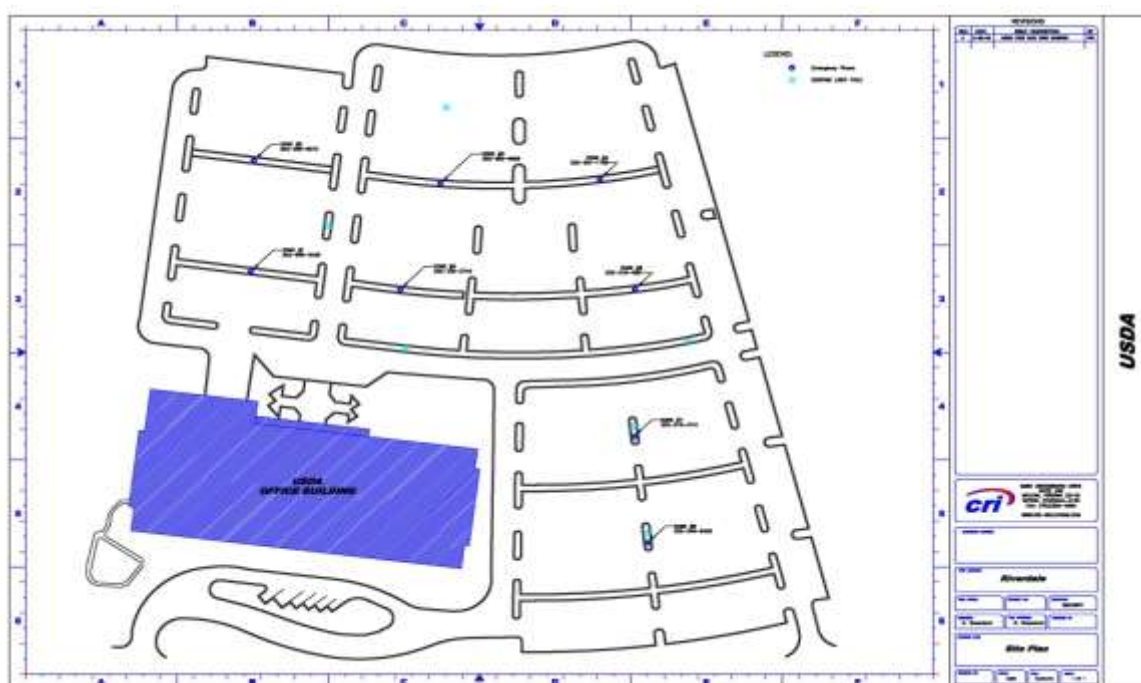
Riverside Complex Guard Desk (you will hear the phone dial on the speaker on the pole)

- When the Guard on duty answers, you will hear the response on the pole speaker; this is an “intercom” feature, speak directly to the speaker (there is no need to press the button)
- Assistance as necessary will be afforded to you

Each pole is individually numbered to afford the Guard on duty to determine your location on a provided diagram located above and also at the Guard desk; there is no need to provide information about your location in the parking lot

The emergency phones in the blue light poles are provided and intended to afford personnel immediate response request notification for medical, life or similar emergencies.

**The emergency phones are not intended to be used for non-life safety situations; i.e., vehicle problems, weather alerts, etc.**



When the call button is pressed, an alarm is also sent to the Federal Protective Service (FPS) Megacenter as a secondary means of notification of an emergency. In the event a Guard in the Riverside Complex cannot be reached for any reason, the Megacenter will dispatch local law enforcement personnel to the site to provide assistance.

## 14. SPECIFIC EMERGENCIES

### 14.1 Fire

Upon seeing a fire or fire condition, occupants:

- Warn occupants in immediate area to evacuate
- Close all doors.
- Activate nearest fire alarm.

- Call Prince George's County Fire Department at 911
- Call Security at 851-2704/2705
- Report to the Guard Desk on the first floor, and relay all pertinent information to the Designated Official

### 14.2 Clothing Fire

To assist a person on fire:

- Stop person on fire from running
- Drop person to the floor or other horizontal surface
- Roll person to snuff out flames. (A fire extinguisher can be used to extinguish a clothing fire. However, whenever possible, direct discharge away from mouth and nose area.)
- Call Prince George's County Fire Department at 911
- Call the Nurse at 436-3163.
- Call Security at 851-2704/2705
- Cool person by removing smoldering clothing and use water or ice packs to cool burns and minimize injury.

### 14.3 Explosion

In case of explosion:

- Warn occupants to evacuate the immediate area. Follow the directions of the Emergency Team.
- Activate local alarm within building.
- Do not attempt to re-enter the area to secure or retrieve belongings
- Do not allow others to re-enter the area
- From a safe location call Prince George's County Fire Department at 911
- Then call Security at 851-2704/2705
- Evacuate building and go to your accountability zone and watch for falling debris
- If you are trapped in debris
  - If possible, use a flashlight to signal your location to rescuers.
  - Avoid unnecessary movement so that you do not kick up dust.
  - Cover your mouth; dense weave cotton material is the best for creating a filter through which to breathe.
  - Tap on a pipe or wall so that rescuers can locate you.
  - Shout only as a last resort as it can cause a person to inhale dangerous amounts of dust.

*Note: An explosion could result in fire or release of chemical waste to the air, soil, or surface water. It could also result in injury or death to persons and damage to the facility itself. The procedure for handling an emergency arising from an explosion will be similar to that described from fire or spills, or both. Of paramount importance is that an alarm be raised, the premises be evacuated of all personnel, and the injured rescued and treated immediately.*

### 14.4 Illness/Injury

All injuries and possible exposures to toxic materials must be reported to your supervisor immediately. The supervisor should report all injuries or possible exposures to SHEPB at 436-3145 immediately.

During normal working hours, for minor work-related injuries (i.e., first aid emergencies that do not require ambulance service); the nurse can be notified at 436-3163.

For all other medical emergencies:

- Call the Prince George's County Fire Department at 911.
- Call Security at 851-2704/2705
- Keep the person calm and comfortable
- Render first aid or cardiopulmonary resuscitation (If trained to do so).

*Note: Maryland Poison Control Center 1-800-492-2414*



### Special Procedures for Cardiac Arrest or Unconsciousness

This facility is equipped with Automated External Defibrillators (AED). If cardiac arrest is suspected or a person appears to be unconscious:

- Call Security at 851-2704/2705 first and give the exact location, then
- Call the Fire Department at 911.

A "Code Blue" will be announced over the public address system and employees with training will be immediately dispatched.

## 14.5 Chemical Splash

If you, or if you help someone, who is splashed with a chemical:

- Designate someone in the area to call the Prince George's County Fire Department on 911 and Security at 851-2704/2705
- Rinse chemical off skin and desorbs from the skin as much chemical as possible.
- Remove contaminated clothing.
- Use copious amounts of water to dilute chemicals on affected areas of the body for at least 15 minutes. (Large amounts or pieces of water-reactive chemicals should be quickly brushed off the skin before using copious amounts of water.)

**IMMEDIATE FLUSHING OF AFFECTED AREA OF THE INDIVIDUAL TAKES PRECEDENCE OVER TRANSPORTING THE INJURED PERSON TO A MEDICAL FACILITY.**

*Notes: The generally recommended time for washing a splash is 15 minutes.*

## 14.6 Hazardous Chemical/Biological/Radiological (Radioactive Materials) Spill or Release

The term "spill" applies to any incident involving the uncontrolled release of hazardous chemical, biological, or radioactive materials. If you have an accidental spill (other than incidental), you must:

- Notify occupants in the immediate area that a spill/release has occurred.
- Determine if the spill/release warrants building evacuation and warn occupants to evacuate if necessary.
- Attend to physical injuries first.
- Notify your supervisor.
- Call Prince George's County Fire Department on 911.
- Call Security at 851-2704/ 2705.
- Do not disturb area.
- Secure area as best you can, i.e., place warning sign on door, rope off or barricade area to restrict access through the affected area.
- Assist first responders as necessary.
- Relocate employees to a safe area away from all other employees.
- Notify Security at 851-2704/2705 of relocation site.
- Do not use *lunchrooms* or the *cafeteria* as a relocation site.

### 14.7 Bomb Threat

Important: ***Do not hang up the telephone where you received the call*** – The Federal Protective Service can trace the incoming call. In addition, if you have caller identification (ID), write down the number identified on your caller ID.

- Go to another telephone and call Security at 851-2704/2705.
- Try to obtain as much information as possible by asking the following questions:
  - Where is the bomb located?
  - When will it go off?
  - Is the bomb hidden, disguised, or out in the open?
  - What kind and size is the bomb?
  - How did you get into the building?
  - When did you place the bomb in the building?
  - Why was it put there?
  - What is your name?
  - Where are you calling from?
  - Where do you live?
  - Note the following Information:
    - Sex
    - Age
    - Voice
    - Manner
    - Accent
    - Speech
    - Background noises
- Immediately after the call is completed contact Security at 851-2704/2705
- Call Prince George's County Fire Department at 911
- Evacuate the building if instructed to do so. (The Designated Official or his/her designee will use the public address system to inform occupants if evacuation is required.)

### 14.8 Suspicious Package

If you notice a suspicious, package or mail:

- Notify other employees working in the area to move at least 300 feet away from a suspected package.
- Instruct all persons not to touch, move, or otherwise disturb the package.
- Immediately contact Security at 851-2704/2705.

**No one except trained bomb disposal personnel should attempt to examine or move a suspicious package or suspected bomb.**

If you suspect the package contains anthrax or a biological agent, perform the following:

- Leave the package or letter alone. Do not move item.
- Gently cover material with whatever is handy, i.e., paper towel, file folder, etc.
- Make sure the damaged or suspicious package is isolated and the immediate area is sealed off (close doors and windows).
- Leave the area immediately
- Notify others in the immediate area to leave.
- Do not reenter area where the suspicious object is, and above all, stay calm and wait for the arrival of emergency personnel.
- Notify your Supervisor and Security at 851-2704/2705.
- If you touched the letter, wash your hands thoroughly
- Give the Designated Official a list of persons who may have touched the item.
- Follow the directions of the Emergency Team and Incident Commander.



- Identify all employees that may have been exposed and take them to a location away from the hazardous area and others.
- Remove clothing that may be affected and place in double-lined plastic bag and seal it tightly with tape.

The Centers for Disease Control Emergency Response can be contacted at 770-488-7100 for answers to specific questions, once the product is identified.

<http://www.cdc.gov/contact/>

The following characteristics constitute a suspicious letter or parcel:

- Has a powdery substance on the outside or when opened.
- Is unexpected or from someone unfamiliar to you that cannot be verified.
- Has extensive postage, handwritten or poorly written typed address, incorrect titles, or titles with no names, or misspellings of common words, or is otherwise outdated.
- Has no return address, or have one that cannot be verified.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Has an unusual amount of tape.
- Is marked with endorsements, such as "Personal" or "Confidential."
- Has a strange odor or stains.

### 14.9 Demonstrations

If you see a demonstration or disturbance:

- Immediately call Security at 851-2704/2705, if you observe a demonstration or disturbance.
- Do not go to the scene of the demonstration or disturbance.
- Stay in your assigned area and do not confront or antagonize demonstrators.

If you are outside:

- Seek unobstructed facility entrance, which may require you to walk around to the other side of the building.
- Be prepared to show identification.
- Seek a location away from the demonstration site to call your office and obtain instructions if you are unable to gain entrance to the building.

If you are inside:

- Close blinds/curtains in areas where demonstrators are visible.
- If possible, avoid areas with doors and windows leading to the exterior of the facility where demonstrators are present

### 14.10 Elevator Emergencies

If the elevator malfunctions:

- Remain calm.
- Use the emergency intercom in the elevator and provide the elevator number.
- If you have a functioning cell phone, call Security at 301-851-2704/2705.
- Wait for help to arrive.
- Do not try to leave the elevator, even if the door is open.
- Never play around with the buttons and switches, or attempt to open the doors unless instructed to do so by a professional responder.
- Discourage any suggestions from untrained personnel.

### 14.11 Severe Weather

Severe weather conditions can affect all facilities from minor disruption of operations to life threatening events capable of destroying entire facilities. Procedures are developed based on



the type(s) of severe weather most likely to cause the threatening conditions or disruption of operations in the region where the facility is located. Local weather services have been contacted to obtain information about the conditions most likely to occur in the Riverdale area.

Types of severe weather discussed in this section include:

- Flood
- Tornado
- Hurricane
- Severe Thunderstorm
- Winter Storm

Warnings for severe weather are broadcast by radio, television, and local government agencies. Floor monitors may be activated to monitor for conditions that may become serious or life threatening. The Emergency Team provides specific instructions based on the emergency. The following are suggested actions to take to prepare before severe weather occurs:

- Move computers away from the windows if there is a chance of window damage.
- Close window blinds.
- Unplug nonessential equipment.
- Move unsecured signs, equipment, furniture, etc., inside and/or secure loose items.
- Close all fire doors.

If there is no warning or little warning, the event will be broadcast over the public address system. Instructions will be given to employees at that time. Personnel will act on their own initiative and seek shelter in corridors. If time permits, personnel should move away from windows and possible flying glass. Tables and desks may be used as additional protection.

- Wait for emergency announcements/instructions.
- Do not attempt to move or fix anything until a full damage assessment is completed
- Check for broken windows and water damage.
- Check yourself for injuries before helping others who are disabled, injured or trapped. Do not move seriously injured people unless they are in immediate danger of further injury.

### 14.12 Flood

Floods are caused by weather phenomena and events that deliver more precipitation to a drainage basin than can be readily absorbed or stored within the basin.

- A **flood watch** is issued when a flood is *possible* in the specified area..
- A **flood warning** is issued when flooding is already occurring or will occur soon in the specified area. Listen to local radio and TV stations for information and advice. If told to evacuate, do so as soon as possible.
- A **flash flood watch** is issued when flash flooding is *possible* in the specified area. Be alert to signs of flash flooding and be ready to evacuate on a moment's notice.
- A **flash flood warning** is issued when flooding is already occurring or will occur soon in the specified area. If you think it has already started, evacuate immediately. You may have only seconds to escape. Act quickly!

### 14.13 Hurricane

A hurricane is a severe tropical storm that forms in warm tropical oceans with moisture and winds rotating in a counterclockwise direction around a calm "eye." A tropical storm becomes a hurricane when winds reach 74 miles per hour. On average, six Atlantic hurricanes occur each year; over a three-year period, approximately five hurricanes strike the United States coastline from Texas to Maine. The Atlantic hurricane season begins June 1 and ends November 30. If the right conditions last long enough, a hurricane can produce a number of hazards including:

- **Hurricane-force winds**, 74 mph or more, can destroy buildings. Debris, such as signs, roofing material, siding, and small items left outside, become flying missiles in hurricanes. Winds can stay above hurricane strength well inland.

- **Tornadoes** most often occur in thunderstorms embedded in rain bands well away from the center of the hurricane; however, they can also occur near the eye wall.
- **Inland/Freshwater Flooding.** Flash flooding, a rapid rise in water levels, can occur quickly due to intense rainfall. Longer-term flooding on rivers and streams can persist for several days after the storm. Slower-moving storms produce more rainfall. Inland flooding can be a major threat to people hundreds of miles from the coast.

A hurricane **watch** is issued when hurricane conditions are *possible* in the specified area, usually within 36 hours. The following are suggested actions to take if a hurricane **watch** is issued:

- Listen to local radio or TV stations for up-to-date storm information.
- Prepare to secure the facility.

A hurricane **warning** is issued when hurricane conditions are *expected* in the specified area, usually within 24 hours.

- Listen to the advice of local officials, and leave if they tell you to do so.
- Complete preparation activities.
- Be aware that the calm "eye" is deceptive; the storm is not over. The worst part of the storm will happen once the eye passes over and the winds blow from the opposite direction. Trees, shrubs, buildings, and other objects damaged by the first winds can be broken or destroyed by the second winds.
- Be alert for tornadoes. Tornadoes can happen during a hurricane and after it passes over. Remain indoors, in the center of the facility in a room without windows.
- Be prepared to evacuate if the facility designated official or local authorities direct you to do so. Be sure to follow their instructions.

Conditions within and surrounding a facility after a hurricane strikes depend on many factors including the strength of the hurricane, location of the facility in its path, construction of the facility, etc. As such, extreme caution should be exercised.

- Wait for emergency announcements/instructions.
- Do not attempt to move or fix anything until a full damage assessment is completed.
- Check interior of facility for broken windows and water damage.
- If you have been evacuated, return only when local officials tell you it is safe to do so.
- Stay away from standing water. It may be electrically charged from underground or downed power lines.
- Use the telephone only for emergency calls.

#### 14.14 Severe Thunderstorm

Familiarize yourself with the terms that are used to identify a thunderstorm hazard, including understanding the difference between a severe thunderstorm watch and a severe thunderstorm warning.

- Know the warning signs of a thunderstorm, such as dark, towering, or threatening clouds.
- Identify a safe place to take shelter.

A **severe thunderstorm watch** is issued when and where severe thunderstorms are likely to occur.

A **severe thunderstorm warning** is issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm.

#### 14.15 Tornado

Tornadoes are nature's most violent storms. Spawned from powerful thunderstorms, tornadoes appear as rotating, funnel-shaped clouds that extend from a thunderstorm to the ground with whirling winds that can reach 300 miles per hour. Damage paths can be in excess of one mile

wide and 50 miles long. In an average year, 800 tornadoes are reported nationwide during the spring and summer months, resulting in 80 deaths and over 1,500 injuries.

Every state is at some risk from this hazard. In the southern states, peak tornado occurrence is in March through May, while peak months in the northern states are during the summer. In the western United States, tornadoes occur with cold late fall or late winter storms, during a time when you least expect tornado development.

A **tornado watch** is issued when tornadoes are possible in the area.

A **tornado warning** is issued when a tornado has been sighted or indicated by weather radar. The following are suggested actions to take if a **tornado warning** is issued:

- Seek shelter immediately!
- Since there is no basement, go to the center of an interior room. (closet, interior hallway or fire escape stairwell) stay away from corners, windows, doors, and outside walls.
- Put as many walls as possible between you and the outside.
- Get under a sturdy table and use your arms to protect your head and neck.
- If in an exterior office, leave it and close the door. If trapped in the exterior office, seek protection under a desk.
- Sit and protect yourself by putting your head as close to your knees as possible or kneel protecting your head.
- **DO NOT use elevators or go to the first floor lobby or outside of the facility.**
- If you are outside with no shelter, lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location.

### 14.16 Winter Storm

A major winter storm can last for several days and be accompanied by high winds, freezing rain or sleet, heavy snowfall, and cold temperatures. While the danger from winter weather varies across the country, nearly all Americans, regardless of where they live, are likely to face some type of severe winter weather at some point in their lives.

A **winter storm watch** is issued when severe weather such as heavy snow or ice is possible in the area within the next day or two.

A **winter storm warning** is issued when severe winter conditions have begun or will begin very soon in the area.

A **blizzard warning** means strong winds, blinding wind-driven snow, and dangerous wind chill are expected. Seek shelter immediately.

### 14.17 Workplace Violence

Violence in the workplace can take many forms. Examples include threats of suicide, injury or the threat of injury to property and/or persons, fistfights, shootings, stabs, sexual assaults, or unauthorized use of deadly weapons and explosives.

You should:

- Report all acts of violence to supervisors or managers promptly, and to the Workplace Violence Prevention Program Toll-Free Emergency Number at 1-866-234-3174.
- In case of an emergency, call Security at 851-2704/2705 and the Federal Protective Service at 202-708-1111.
- If violence results in physical injury, immediately call the Fire Department at 911.
- If needed, call the 24-Hour Employee Assistance Program (EAP): 1-800-222-0364.
- If the threat is immediate, leave the situation if possible and call Security at 851-

- 2704/2705 and also the Police at 911
- If threats or bizarre behavior indicates possible danger, personal safety is the top priority.
- For an angry or hostile customer or coworker:
  - Stay calm.
  - Listen attentively.
  - Maintain eye contact.
  - Be courteous. Be patient. Be respectful
  - Keep the situation in your control
- If shouting, swearing and threatening, continues:
  - Signal a coworker or supervisor, that you need help ( have a prearranged code or alarm system)
  - Do not make any calls yourself.
  - Have someone call the police

If someone is threatening you with a gun, knife, or other weapon:

- Stay calm. Quietly signal for help using an alarm or code system.
- Maintain eye contact.
- Stall.
- Keep talking--but follow instructions from the person who has the weapon.
- Do not risk harm to yourself or others.
- Never try to grab the weapon.
- Watch for a possible chance to escape to a safe area.

### 14.18 Hostage Situation

The following guidelines are provided as general background on the control of hostage situations and will be used until the appropriate law enforcement agency takes control of the incident:

- Isolate the area involved by evacuating employees, the public, and any other visitors to the site.
- Cordon off the area to prevent entry by unauthorized persons.
- Until enforcement personnel arrive and if approved by Law enforcement personnel, communications with hostage captors should be maintained by the designated official, if appropriate, and should be conducted in such a way as to avoid provoking the captor(s) or escalating the incident.

If you **observe a hostage situation**, the following are suggested actions:

- Leave the immediate area without causing suspicion.
- Proceed to a safe area and notify the Security at 851-2704/2705.
- Inform the security of the location of the hostage situation, who was taken as hostage(s), the number of captors, and whether or not the captors are armed.
- Provide your name, location, and telephone number.
- Remain in the area, stay calm, and avoid discussing the situation with anyone else, if possible, until the proper authorities arrive.
- Whenever possible, leave negotiations with the captor(s) to trained negotiators.
- Anyone that has established communication and rapport with the captor(s) must stand by and brief the trained negotiators upon their arrival. Continue to stand by in the event that additional assistance is required with the negotiators.

If **you are taken hostage**, the following are suggested actions:

- Remain calm, be polite, and cooperate with your captors.
- Do not attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- Speak normally. Do not complain, avoid being belligerent, and comply with all orders and instructions.
- Do not draw attention to yourself with sudden body movements, statements, comments, or hostile looks.

- Observe the captors and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

During a rescue operation:

- Do not run. Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- Wait for instructions and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, do not resist. Just wait for the confusion to clear. You will be taken to a safe area, where proper identification and status will be determined.

### 14.19 Active Shooter

#### How to respond when an active shooter is in your vicinity

Quickly determine the most reasonable way to protect your own life.

#### Evacuate

If there is an accessible path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any law enforcement officers
- Do not attempt to move wounded people
- Call 911 when you are safe

#### Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door or hard cover such as concrete fire wall or structural pillar)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e. radios, televisions)

- Hide behind large items (i.e. cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooters locations
- If you cannot speak, leave a the line open and allow the dispatcher to listen

### Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Use a fire extinguisher or chemical sprays to temporarily blind the shooter
- Committing to your actions

### How to respond when law enforcement arrives

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard:

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law informant arrives:

- Remain calm, and follow officers instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise your hands and spread your fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers are entering the premises.

Information to provide law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by shooter/s
- Number of potential victims at the location

The first officers to arrive at the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.



### 14.20 Amber Alert

If a child is missing from the Day Care Center:

- The Director will notify Security immediately.
- A Code Amber Alert describing the missing child will be given over the Public Address System
- An immediate lock-down of the facility will be initiated by security and security will be dispatched to the two gate exits to view automobiles trying to leave facility. No one will be permitted to exit facility until the child is found or the local authorities open the building and parking lot.
- All personnel should look around their work area for the missing child.
- If the missing child is found, contact Security immediately.

### 14.21 Earthquake

Be aware that some earthquakes are actually foreshocks and a larger earthquake may occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped. After an earthquake, be aware that aftershocks may occur. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.

If indoors:

- Drop to the ground; take cover by getting under a sturdy table or other piece of furniture; and hold on until the shaking stops. If there is not a table or desk near you, go to an inner corner or doorway and cover your face and head with your arms in a crouch position.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures, wall hangings, or furniture.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- Instructions will be given for evacuation over the public address system.
- Individuals with special needs should wait for their aide to assist them to the nearest accessible stairway.

***DO NOT USE THE ELEVATORS.***

If outdoors:

- Stay outdoors.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a moving vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Set the parking brake and tune the radio for emergency broadcast information.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

If trapped under debris:

- Do not light a match or lighter.



- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

### Re-entry:

- Re-entry to any building can only be done after a careful evaluation by the building engineer and safety professionals.
- Wait for notification on entry to the building and follow the direction given in a safe and orderly manner.

## 14.22 Other

Other situations may arise which do not fall into any of the previous categories. One example may be an unusual odor. In such instances, you should contact Facility Management at 851-2710 who will be able to assist in determining the nature and source. Another example may be the presence of human body fluids or tissues. In such cases, contact the Nurse at 436-3163. If attempts to resolve the situation are unsuccessful, contact SHEPB at 436-3115.

## 15. CURRENT COORDINATION TEAM AND OEP MEMBERS

All telephone numbers, email addresses, and other pertinent information is located on the APHIS EMSSD SHEPB Intranet SharePoint site:

<http://sp.we.aphis.gov/MRPBS/EMSSD/SVCS/SHEPHome/Safety/Shared Documents1/OEP/Riverdale OEP/Riverside Complex OEP Members.xlsx>

## 16. AUTHORITIES AND REFERENCES

USDA Employee Information Center: <http://www.USDA.gov/oo/bepreared>

Code of Federal Regulations (CFR), Title 29, Part 1910 - Occupational safety and health standards - "Emergency Action Plans" 1910.38:

[http://edocket.access.gpo.gov/cfr\\_2008/julqtr/pdf/29cfr1910.38.pdf](http://edocket.access.gpo.gov/cfr_2008/julqtr/pdf/29cfr1910.38.pdf)

CFR, Title 41, Chapter 102, Part 102-74 – Facility Management: "Occupant Emergency Program" 102-74.230-260: [http://edocket.access.gpo.gov/cfr\\_2008/julqtr/pdf/41cfr102-74.230.pdf](http://edocket.access.gpo.gov/cfr_2008/julqtr/pdf/41cfr102-74.230.pdf)

USDA Departmental Regulation DR 1650-002, "Building Safety, Security, Occupant Emergency Program," October 1992. <http://www.ocio.usda.gov/directives/doc/DR1650-002.html>

US Department of Homeland Security, "Active Shooter - How to Respond"

[http://oep.berkeley.edu/campus\\_disaster\\_response/documents/ActiveShooter-HowtoRespond.pdf](http://oep.berkeley.edu/campus_disaster_response/documents/ActiveShooter-HowtoRespond.pdf)

USDA Employee Emergency Response Guide; "Be Prepared," March 2006

<http://www.dm.usda.gov/beprepared/EmployeeGuide.pdf>

OPM "Dismissal or Closure Procedures": <http://www.opm.gov/oca/compmemo/dismissal.pdf>

GSA; Federal Protection Service; Secure Facilities, Safe Operations; Occupant Emergency Plans [Development, Implementation, and Maintenance], November 2007; U.S. Immigration and Custom Enforcement: [http://www.gsa.gov/graphics/pbs/OEP\\_Guide.pdf](http://www.gsa.gov/graphics/pbs/OEP_Guide.pdf)  
[http://www.gsa.gov/graphics/pbs/OEP\\_Guide\\_Supplement\\_1\\_situations.pdf](http://www.gsa.gov/graphics/pbs/OEP_Guide_Supplement_1_situations.pdf)

June Isaacson Kailes, Disability Policy Consultant, Playa del Rey, California and The Center for Disability Issues and the Health Profession, Western University of Health Sciences, Pomona, California: [http://www.cdihp.org/evacuation/emergency\\_evacuation.pdf](http://www.cdihp.org/evacuation/emergency_evacuation.pdf)